

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: CenturyLink

Vendor website: <http://www.qwest.com/texan-ng/>

Service Area: Voice

Category: VoIP

Notify (Notification Service)

CenturyLink Notify service delivers a robust, multi-channel communications solution, providing your customer's with the power to easily deliver information by voice, email, SMS message or FAX. CenturyLink Notify can provide automated notifications to customers for a variety of events.

Custom API Applications – enables customers to design a completely custom solution, including database integration and event triggered notifications.

* This is a CenturyLink billed service

SERVICE DELIVERY SLA

Quote Request

10 Business Days

Installation Interval

45 Business Days

Disconnect Interval

30 Business Days

Service Term

12 Months

PERFORMANCE SLA

Availability

100% monthly

Mean Time to Repair (MTTR)

4 hours / instance

NOTE: MTTR does not include time to update status between DIR and Vendor.

CUSTOMER RESPONSIBILITY

Demarc extension: if demarc extension is required by the LEC, it should be requested at the time of order. The cost for demarc extension is a separate NRC charge.

CenturyLink NOTIFY PRICING

Bandwidth	MRC	MRC Description	NRC	NRC Description
	\$208.00	Monthly Subscription	\$520.00	Installation waived
0-49k	\$0.1040	Voice Message Delivery per minute Metered		
50k-99k	\$0.0832	Voice Message Delivery per minute Metered		
100k-199k	\$0.0728	Voice Message Delivery per minute Metered		
200k+	\$0.0624	Voice Message Delivery per minute Metered		
0-49k	\$0.1040	Voice Transfer Fee per minute Metered		
50k-99k	\$0.0832	Voice Transfer Fee per minute Metered		
100k-199k	\$0.0728	Voice Transfer Fee per minute Metered		
200k+	\$0.0624	Voice Transfer Fee per minute Metered		
0-199k	\$0.0520	E-Mail Delivery per message		
200k-299k	\$0.0416	E-Mail Delivery per message		
300k-399k	\$0.0312	E-Mail Delivery per message		
400k +	\$0.0208	E-Mail Delivery per message		
0-49k	\$0.1248	Fax Delivery per page		
50k-99k	\$0.1144	Fax Delivery per page		
100k-199k	\$0.1040	Fax Delivery per page		
200k-299k	\$0.0936	Fax Delivery per page		
300k +	\$0.0832	Fax Delivery per page		
0-49k	\$0.1040	SMS Delivery per message		
50k-99k	\$0.0936	SMS Delivery per message		
100k-199k	\$0.0832	SMS Delivery per message		
200k-299k	\$0.0728	SMS Delivery per message		
300k +	\$0.0624	SMS Delivery per message		
Notify Ancillary Services	MRC	MRC Description	NRC	NRC Description
			SOW - ICB	Application Development
			SOW - ICB	English/Spanish Voice Talent / Recordings
			\$243.36	Application Support (Maintenance per hour)
			SOW - ICB	Single Tenant Hosting
			\$3,432.00	SMS short code set up fee
	\$2,184.00	SMS short code maintenance Vanity		
	\$1,060.80	SMS short code maintenance Random		

1. A Notify monthly subscription is required for all Notify customers.
2. Messages are considered delivered when the call is answered by an answering machine or a live person. Delivery attempts resulting in a busy, ring no answer or operator intercept will not be charged a usage fee. Message delivery is quoted as a per-minute rate but will be billed in the following increments: a minimum 6 second initial increment and six second increments for the remainder of the call.
3. Voice Transfer fee provides an option at the end of the Message to transfer the Recipient to an agent. Calls are considered bridged when the call is answered by the agent. Voice transfer fee is quoted as a per-minute rate but will be billed in the following increments: a minimum 6 second initial increment and 6 second increments for the duration of the bridged portion of the call. The Message Delivery charge also applies for the duration of the bridged portion of the call.
4. Fax delivery is priced per page. The number of pages will be calculated based on the greater of the actual number of pages or the number of full or partial 60-second increments of transmission time, with each partial 60-second increment rounded up to a page.
5. SMS notifications are billed per message upon device connection. SMS standard pricing includes the National or vendor Short Code registry. Available with U.S. cell phone carriers only.
6. Single Tenant Hosting is REQUIRED for all API applications.

Notify (Notification Service)

Notify is generally available throughout the State. Hi-Cap service is subject to infrastructure availability.